

## Policy 7.01 Implementation Plan

July 1, 2012 to June 30, 2013

### Region 2 / Everett DCS

**Tribes:** Lummi Nation, Nooksack Tribe, Samish Nation, Sauk-Suiattle Tribe, Snohomish Tribe, Stillaguamish Tribe, Swinomish Tribe, The Tulalip Tribes, and Upper Skagit Tribe.

Plan Due Dates: April 2 (Regional Plan submitted to Assistant Secretary) and April 30 (Assistant Secretary Plan submitted to OIP).

Note: The most recent meeting held on January 27, 2012 had attendees from the Nooksack Indian Tribe, Tulalip Tribes, and the Lummi Nation. DCS was represented by, Georgia Payne, Walik Edwards, Lisa Garner & Tracy Jahr. Tim Collins was also present as a representative of DSHS/OIP

Implementation Plan				Progress Report
<b>(1) Goals/Objectives</b> 1) Prepare and disseminate pertinent statistics on American Indian community and participant population's numbers of American Indian participants served and other relevant data.	<b>(2) Activities</b> 1a) Provide data regarding the number of mothers and fathers being provided services through Region 3 child support. How many paying cases? How much are they paying?  1b) Provide a list of all cases associated with each of the 8 specific tribes upon request review to assure that all tribal members are correctly identified.  1c) Provide a handout of tribe specific statistics at each of the quarterly 7.01 meetings. Examples include identifying numbers of children served, amounts of child support owed, etc.  1d) Tribes have the opportunity to identify clients that are need of modification or possible charge off, due to client's situation.	<b>(3) Expected Outcome</b> 1a) Tribes will be better informed about their member's utilization of DCS services.  1b) Tribes and DCS will be able to ensure Tribal members' cases are correctly identified as such.  1c) Tribal awareness of their child support caseload dynamics.	<b>(4) Lead Staff and Target Date</b> 1a) Scott Morris & Georgia Payne / DCS As agreed upon, or requested 1b) Scott Morris & Georgia Payne / DCS  Katherine Canete & Ken Levinson/Nooksack David Hawkins & Caniece Romar/Upper Skagit Ralph Jefferson & Topsy Kinley/Lummi Marlice Delys/Stillaguamish Shelley Tucker & Helen Fenrich/Tulalip /Samish John Stephens/Swinomish Sauk-Suiattle	<b>(5) Status Update for the Fiscal Year Starting Last July 1</b> 1a) Reports are provided as requested by Tribes. Tulalip Tribes, Nooksack and Upper Skagit TANF programs have asked for a monthly spreadsheet that reports the amounts paid on the Tribal TANF caseload. These reports lists the DCS case number, NCP and CP name, total monthly obligation, total arrears due, amount paid and the date of last payment. The reports are distributed around the 15 <sup>th</sup> of each month via secured email. This will continue unless a request is made by the receiving tribe to stop. 1b) Lummi Nation Child Support Program (LNCSP) and the Tulalip Tribes Child Support Program (TCSP) request this document as needed. Tribal Liaisons are not able to pull this list. The Tribal Liaison sends the request to SEMS to generate the report. Turnaround time is approximately 1 – 2 weeks for each request.  1c) DCS continues to provide reports as scheduled.  1d) If Tribes identify cases that may qualify for possible debt write off; they can submit the request for DCS to review. Debt write off can only be done to debt owed to the State of Washington.

2) Ensure efforts are made to recruit/hire American Indian staff to meet the overall DSHS goal of having a diverse workforce.	<p>2a) Job announcements sent to Tribal Human Resources (HR) offices.</p> <p>2b) Send the DOP web address to tribal newsletters and HR staff.</p> <p>2c) Outreach staff will meet with each Tribal HR or personnel staff to share DSHS opportunities and processes.</p> <p>2d) Training for the DOP website (careers.wa.gov) from DCS HR representative to be extended to tribes through their tribal HR offices, TERO office, or other offices as defined by the tribe.</p>	2) Tribal members will be better informed about and able to compete for DCS employment opportunities as these arise.	<p>Donna Steele/DCS Training Coordinator</p> <p>Georgia Payne &amp; Scott Morris/DCS</p> <p>Suzanne Browning/Nooksack</p> <p>Caniece Romar/Upper Skagit</p> <p>Topsy Kinley/Lummi</p> <p>Marlice Delys /Stillaguamish</p> <p>Helen Fenrich/Tulalip</p> <p>Teri Horton/Samish</p> <p>Wayne Bill/Swinomish</p> <p>Sauk- Suitttle</p>	<p>DCS will provide awareness of open positions to tribal representatives through informal communication as they become known (phone/email).</p> <p>DCS is in the process of hiring 7 new staff. The anticipated start date for the staff is Nov 16, 2011</p>
3) Work with tribes to determine the need for negotiation and/or implement local Tribal-State agreements, protocols, MOU's, contracts or processes.	<p>3a) Will the tribes consider accepting payroll deduction notices for their non-tribal employees?</p> <p>3b) DCS will provide training or overview of the State Child Support Program for each tribe's members to explain DCS processes and remedies.</p> <p>3c) DCS will provide training on Tribal TANF impacts on child support.</p> <p>3d) DCS will work with Tribal TANF and Child Support Programs that are interested in Federal Offset.</p>	<p>3a) More regular support collections for nonpaying employees.</p> <p>3b &amp;c) Tribal members will be better informed about services DCS can provide for them.</p>	<p>3a) Georgia Payne &amp; Scott Morris with TRT assistance.</p> <p>3b) Scott Morris &amp; Georgia Payne / DCS</p> <p>Shelley Tucker / Tulalip</p>	<p>3a) Need formal agreements with each tribe to identify which tribes will accept payroll deduction notices for their non-tribal employees.</p> <p>Currently, as of October 2011, the status of collection activity with each Region 3 tribe, is as follows:</p> <p><b>Lummi Nation</b> –DCS refers cases to their child support program. DCS made agreement with LNCSP on the cases that have been referred to their program and are being enforced; if the NCP is working for a non-tribal employer, DCS may send a withhold for a minimal amount to collect on debt owed to the State.</p> <p><b>Nooksack Indian Tribe</b> –DCS refers cases to NITCSP for enforcement, order establishment, paternity and modification.</p> <p><b>Samish Indian Nation</b> - Accepting voluntary wage assignments, DCS can't send withholds directly to employers.</p> <p><b>Sauk-Suitttle Indian Tribe</b>- Accepting voluntary wage</p>

				<p>assignments, DCS can't send withholds directly to employers. Scott Morris and Ted Thornton met with Tribal representatives in October 2010, wage withholding was discussed. The Tribe is going to review their policies and codes about withholding for child support.</p> <p><b>Stillaguamish Tribe of Indians</b> – Withholding notice is sent to Court Administrator, Kevin Derrick. He then registers the withhold order in their court and the employer will then honor it.</p> <p><b>Swinomish Indian Tribal Community</b> – They will honor withhold if NCP is non-native. They also accept voluntary wage assignments. Otherwise, DCS must register the case in their tribal court.</p> <p><b>Tulalip Tribes</b> – DCS refers all cases to the TCSP for enforcement, establishment, paternity and modification.</p> <p>October 2010 Working with the Tulalip Tribes in developing principle and operating agreements with DCS and the Tulalip Tribes IV-D Program</p> <p><b>Upper Skagit Tribe</b> – Accepting voluntary wage assignments. DCS does have the option to register orders in the Upper Skagit Tribal Court for Full Faith and Credit. The tribal court will then enter and honor a wage withholding. DCS and the USIT still need to work out the exact details of this process.</p> <p>3b&amp;c) Trainings will be set up mutually by each tribe and the DCS liaison to the tribe. As the regional tribes continue to develop their social service and child support programs, DCS staff will continue to serve as a resource as requests are received.</p> <p>DCS will continue to have a least quarterly meetings with Tribes even after the Tribes open their child support programs</p>
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<p>4) Identify needs of American Indian clients and communities and whether current programs and policies meet these needs.</p>	<p>4a) Continue to provide outreach to Region 3 tribes as requested and as resources allow.</p> <p>4b) Explore alternative locations and methods to work with community members.</p> <p>4c) Meet jointly with tribes on a quarterly basis to determine needs and assess progress of the 7.01 plan.</p> <p>4d) Research the possibility of sending out a survey to all native clients to insure that DCS is meeting their needs</p> <p>4e) Invite tribes to participate in Local Planning Area meetings</p>	<p>4a) In-person services can be provided for remotely located Tribal members.</p> <p>4b) Best processes and locations can be used to provide these services.</p> <p>4c) Better services for individual Tribal members.</p> <p>4d) Identifying ways to improve customer service to Tribal Members</p> <p>4e) Attendance and participation of Tribes in Local LPA</p>	<p>4a) Scott Morris &amp; Georgia Payne / DCS</p> <p>4b) Patti Dalrymple and representatives of each tribe.</p> <p>4c) DCS Representatives, Tribal Representatives and OIP Staff</p> <p>4d) Scott Morris and Patti Dalrymple</p>	<p>4a) If outreach is requested, DCS staff is available to perform outreach functions to all eight regional tribes.</p> <p>4b) DCS does have SEOs out stationed at the Smokey Point, Mt Vernon, &amp; Bellingham CSOs. Clients can speak to an officer in these offices. If they need to speak specifically to a tribal SEO then they can be called from the CSO.</p> <p>4c) The dates and locations/sponsor for 2012 are: January 27 hosted by CSD at the Mount Vernon Community Service Office, April 27 hosted by The Upper Skagit Indian Tribe, July 20 hosted by the Lummi Nation, and October 19 hosted by ESA/DCS.</p> <p>DCS has met on a regular basis with the Tulalip Tribes IV-D staff as they have progressed in their development of the Tulalip Child Support Program.</p> <p>DCS, LNCSP and the Lummi IV-A program continue to meet on a regular basis to ensure that all clients within their programs are receiving the best services possible.</p> <p>4d) DCS of the Future Customer Feedback Group has requested that a survey process be established for all DCS clients. This request is on the DCS Headquarters Leadership Team prioritization list for review. Once this completed, Patti Dalrymple and Scott Morris will make modifications to the survey, so that it will meet the needs of obtaining relevant data from the tribal communities within Region 3. The survey will be brought to a</p>

			4e) Patti Dalrymple	<p>quarterly 7.01 meeting so all the tribes have an opportunity to make comments prior to the survey being mailed distributed. Update: Due to the economic situation and budget constraints that priority of the survey has been downgraded. DCS of the Future was on the agenda at the 10/21/11 DCS Leadership Team meeting but was not discussed due to time constraints. DCS will keep the Tribes advised when the survey is being discussed again.</p> <p>4e) October 2010 DCS requested point of contact for each tribe so that they can be invited to the LPA meetings in the counties that the tribes are located in.</p>
5) DCS will ensure that training opportunities are shared with tribes.	DCS Regional Training Coordinator will offer and coordinate training opportunities to include regional tribes.	Tribal Staff will have opportunities to attend state trainings.	<p>Scott Morris &amp; Georgia Payne / DCS Donna Steele/DCS regional training coordinator</p> <p>Katherine Canete &amp; Ken Levinson/Nooksack</p> <p>Marilyn Scott, Caniece Romar, &amp; David Hawkins/Upper Skagit</p> <p>Topsy Kinley &amp; Ralph Jefferson/Lummi</p> <p>Marlice Delys/Stillaguamish</p> <p>Helen Fenrich, Lorna Henry, Sheryl Fryberg, Lorna Edge-Onsel, Shelley Tucker &amp; Sarah Colleen Sotomish/Tulalip</p> <p>Teri Horton/Samish</p> <p>Wayne Bill/Swinomish</p> <p>/Sauk- Suitttle</p>	<p>Training opportunities received by the DCS Training Coordinator will be sent to the Tribal HR's as they are received and/or made available.</p> <p>In November 2011 DCS began a Support Enforcement Officer Training Academy; Scott Morris extended invitations to the Tribes with IV-D &amp; IV-A programs for tribal employees to attend the training on an audit basis. TCSP &amp; NCSP staff attended the Locate sessions of the DCS SEO Training Academy in December 2011.</p> <p><b><u>Recent Trainings Provided:</u></b></p> <p>DCS provided training on Working with the Military, Interstate Transmittal, and Administrative Orders in February 2012</p> <p>The Paternity Acknowledgement Forms were revised in July 2011. Georgia Payne mailed revised forms &amp; materials to the tribes and offered to provide training on the new forms upon request.</p> <p>Lisa Garner and Walik Edwards provided SEMS training to the Tulalip Tribes in September 2011 and February 2012</p> <p>DCS provided TCSP a CSD contact to assist in providing ACES training</p> <p>Lisa Garner and Chris Franks provided Interstate Transmittal training to the Tulalip Tribes in June 2011.</p>

				Lisa Garner and Walik Edwards provided Interstate Transmittal training to new TCSP staff in February 2012. Claimers Officer Harry Fretheim and SEO3 Jonathan Steinhauer provided training on Working with the Military to TCSP staff in February 2012.
6) When changes occur within DCS regional tribal staffing, the Government to Government training will be required.	Staff to attend Government to Government training if working in the Tribal Unit.	DCS Staff will be better informed in Tribal Relations, resulting in increased value in the interaction between each tribe & DCS.	Georgia Payne/ DCS Supervisor Donna Steele/DCS regional training coordinator.	DCS' newest member to the Tribal Unit will attend Government to Government training in March 2012. DCS is extending the training to staff that may provide backup coverage if the Tribal Unit is not available. Everett DCS will require that all supervisors complete Government to Government training by December 2012 or as the budget allows.
7) DCS will send 10 referrals to the LNCSP each month & coordinate referring additional cases each month.	7) DCS staff will ensure that ten referrals are being sent to the LNCSP each month.	7) A constant rate of referrals to the LNCSP would continue.	7) DCS Staff – Scott Morris & Tracy Jahr LNCSP – Kelly Jefferson	7) DCS has referred all identified cases to the LNCSP. DCS will refer new cases to the LNCSP as they are identified.
8) DCS will serve as a technical resource for the LNCSP, the TCSP, and the NITCSP for the SEMS program in their offices.	8) Upon the tribe's access to being granted SEMS, DCS will serve as a support mechanism for the use of SEMS by the tribal employees.	8) Enhanced communication and information sharing on case specific matters.	8) Scott Morris, Lisa Garner & Tracy Jahr/ DCS TRT – Brady Rosnagle LNCSP – Kelly Jefferson NITCSP – Ken Levinson TCSP – Shelley Tucker Lorna Edge-Onsel & Sarah Colleen Sotomish	8) LNCSP now has access to SEMS, ACES and Employment Security Information. DCS will provide hands on training as requested 8) NITCSP now has access to SEMS, ACES and Employment Security Information. DCS will provide ongoing hands on training as requested
9) DCS will work with the Nooksack Indian Tribe Child Support Program	9) Work with NITCSP & Nooksack TANF to develop a formal operating agreement between the 3 programs. (NITCSP, Nooksack TANF and DCS)	9) Establish protocols and procedures for the three programs to work efficiently together	9) DCS Staff– Scott Morris NITCSP – Ken Levinson Nooksack TANF – Katherine Canete	9) Initial discussions have begun regarding an operating agreement. Informal processes have been developed and communications between the three programs continue to go well.

10) DCS and TCSP will establish a referral process and the rate of referrals for DCS to send cases to TCSP for enforcement, establishment, paternity and modification.	10) DCS and TCSP will negotiate the rate of referral per month, as well as the type of cases to be referred.	10) Establish the number of cases to be referred per month.	10) TCSP Shelley Tucker, Lorna Edge-Onsel, & Sarah Colleen Sotomish DCS Staff – Georgia Payne & Lisa Garner	10) Effective September 2011, Lorna Edge-Onsel gave DCS approval to refer cases to TCSP once employment with Tulalip Tribes, Quil Ceda Village and Tulalip Resort and Casino's was verified. All other referrals will be done when specifically requested by TCSP.
11) DCS and the TCSP will together develop an Operating Agreement between the two agencies.	11) Work with the TCSP to develop a formal operating agreement	11) Establish protocols and procedures for the programs to work efficiently together	11) TCSP Shelley Tucker, Lorna Edge-Onsel, & Sarah Colleen Sotomish DCS Patti Dalrymple, Brady Rossnagle, Georgia Payne, Lisa Garner & Scott Morris	11) The first meeting was held at the TCSP office on February 20, 2010. In attendance from DCS were Patti Dalrymple, Brady Rossnagle, Georgia Payne & Scott Morris. TCSP was represented by Cara Althoff, Ric Kilmer & Vicki Hill. Initial language in the agreement was discussed. Further meetings to be planned to finalize the Operating Agreement.
12) DCS and TCSP will discuss specific cases on a regular basis	12) Email and phone communication regarding specific cases.	12) Clear understanding on the status of cases and client contact.	12) TCSP Sarah Colleen Sotomish, Lorna Edge-Onsel & Shelley Tucker DCS Scott Morris, Lisa Garner & Georgia Payne	12) DCS and TCSP will discuss specific cases and issues via email and phone as questions and issues are identified
13) DCS staff will participate and volunteer at Tribal cultural events when available	13) Attend and volunteer at Tribal cultural events.	13) Better understanding of the Tribal culture and heritage by DCS staff	13) DCS Staff	13) 15 DCS staff volunteered at the Canoe Journey landing at the Swinomish Reservation in August 2011

### Completed / Historical Information

Prepare and disseminate pertinent statistics on American Indian community and participant population's numbers of American Indian participants served and other relevant data.				<p>1a) The Tulalip Tribes Child Support Program has requested a monthly report that will include the number of Tulalip affiliated cases – statewide, the number of Tulalip TANF cases, the number of cases currently in process of being heard in Tulalip Tribal Court, the number of times that DCS appeared in Tulalip Tribal Court, and the number of children affected by those appearances. August 2009: TCSP requested that DCS stop bringing cases directly to Tulalip Court; they must be referred to TCSP.</p> <p>March 2010 TCSP requests monthly TANF report (no change to previous format) and quarterly report of Tulalip affiliated cases</p>
DCS will ensure that training opportunities are shared with tribes.				<p>In 2007 and 2008 DCS held Support Enforcement Officer Training Academies, Scott Morris extended invitations out to the Tribes with IV-D &amp; IV-A programs for the possible attendance of tribal employees to sit in on the training in an auditing format.</p> <p>Currently there are not any training academies scheduled for the upcoming year. However, if one is held, each tribe will be notified.</p> <p>DCS provided the TCSP a copy of the training guide (RTI). DCS offered to provide training on any of the modules that were of interest to the TCSP,</p>
7) Priority of referrals to Lummi Nation Child Support Program.	<p>7a) DCS will send cases as requested by LNCSP.</p> <p>7b) DCS will send cases having an avenue of collection only available through LNCSP.</p> <p>7c) DCS will send cases ready for referral to LNCSP.</p>	7) Cases will be guided to the LNCSP to receive the appropriate venue for the cases to be worked.	7) DCS Staff – Scott Morris LNCSP – Kelly Jefferson	7) As of March 2010, this item is being fulfilled by DCS staff.
11) DCS and NITCSP will establish a referral process and	11) DCS and NITCSP will negotiate the rate of referrals per month, as well	11) Establish the number of cases to be referred per	11) DCS Staff– Scott Morris NITCSP – Ken Levinson	11) NITCSP has requested that DCS focus on transferring all of the Nooksack TANF caseload to



the rate of referrals for DCS to send cases to NITCSP for enforcement, establishment, paternity and modification	as the type of cases to be referred.	month, as well have an estimated date to have all cases forwarded to NITCSP.		NCSPP first. They have requested that DCS send 16 cases to them per month. At this rate the entire Nooksack TANF caseload will be transferred by the end of October 2009. All of the Nooksack TANF cases have been referred to the NITCSP. DCS and NITCSP are now in discussion on the transfer rate and priority of remaining cases. <b>This was completed in June 2010</b>
14) Per SEMS/ACES agreement, Tulalip will be able to access Tulalip affiliated cases	14) DCS will update system to allow access for TCSP staff	14) TCSP can better prioritize cases and assist community members during the transition from start-up to comprehensive.	14) TCSP Cara Althoff DCS Scott Morris	TCSP access to SEMS/ACES is still pending. DCS completed the Tribal coding on all of the cases in the Tulalip caseload on March 27, 2009. However because of cases moving in and out of the caseload there may be some that are not coded. TCSP can notify DCS and DCS will update the case.
15) DCS will provide TCSP with a list of cases that are actively being worked to bring to Tulalip Tribal Court	15) DCS will provide TCSP with requested information	15) TCSP can assist DCS by providing outreach to parties of the cases	15) TCSP Cara Althoff DCS Scott Morris	DCS provided the list to TCSP on March 17, 2009.  Per the request of Cara Althoff in August 2009, DCS will refer all cases to TCSP.
16) TCSP has been awarded comprehensive status. TCSP program willing to give DCS staff presentation about laws and policies concerning child support at Tulalip Tribes	16) TCSP will prepare a presentation. TCSP and DCS will work together on time and location.	16) DCS will learn more about the TCSP. This will assist in a smooth transition as TCSP takes cases	16) TCSP Cara Althoff DCS Scott Morris	Meeting was held on March 10, 2009
4) Identify needs of American Indian clients and communities and whether current programs and policies meet these needs.	4b) Explore alternative locations and methods to work with community members.	4b) Best processes and locations can be used to provide these services.	4b) Patti Dalrymple and representatives of each tribe.	4b) DCS staff now has the ability to log in remotely to the DCS computer system (SEMS). This will help to assist clients in real time while out in the field.  A DCS Tribal Liaison is assigned to the Mount Vernon Community Service Office.
DCS will ensure that training opportunities are shared with tribes.	DCS Regional Training Coordinator will offer and coordinate training opportunities to include regional tribes.	Tribal Staff will have opportunities to attend state trainings.		<b><u>Recent Trainings Provided:</u></b> DCS provided paternity affidavit training and Working with the Military training in August 2010 DCS provided SEMS training to the Lummi TANF program in June 2010 DCS provided SEMS training to the Tulalip Child Support Program in December 2010
7) DCS will send 10 referrals to the LNCSP each month & coordinate referring additional	7) DCS staff will ensure that ten referrals are being sent to the LNCSP each month.	7) A constant rate of referrals to the LNCSP would continue.	7) DCS Staff – Scott Morris & Tracy Jahr LNCSP – Kelly Jefferson	7) DCS has referred the majority of the cases from the Lummi caseload. DCS and LNCSP met in September 2010 and reviewed the entire Lummi caseload that DCS

cases each month.				is working. Some cases were identified to be resent to LNCSP. After this is completed, cases will be sent to LNCSP as they are identified
11) DCS will provide TCSP with a list of Tulalip affiliated cases broken down as follows: Needs paternity established Establishment (separate list of non affiliated cases {Tulalip enterprise employees} from all others) Enforcement Modification	11) DCS will provide list to TCSP no later than 3/20/09	11) TCSP can better prioritize how many cases we want referred and the type of case	11) TCSP Cara Althoff, Lorna Edge-Onsel, & Sarah Colleen Sotomish DCS Staff – Georgia Payne & Lisa Garner	DCS provided the list to the TCSP in September 2010